

Apgujeong Hair Studio Salon Manager Meeting Memo

From: HQ

To: All APJ Salon Managers

Date: 22 November 2017

1. Operations

- a. New Hair Salon Brand
 - i. Next year we will be starting a 4th salon brand for stylists that have been with us for 7 years and wish to start a salon with us in a joint-venture
- b. Sale of Salon-sized Products
 - i. If customer requests, please go ahead and sell them salon sized products at 2x cost price, applicable for both Mucota and Kerastase.
- c. Service Disclaimer
 - i. Please get customer to sign disclaimer form if customer insists on having hair service that is not recommended by stylist.
 - ii. This is to protect the stylist's and the salon's professional reputation.
- d.

2. HR matters:

- a. Please inform management if any staff have death in the family, marriage, etc.
- b. Compassionate leave for death in the family is 3 days, valid only for immediate family members (parents, spouse, spouse's parents, children, siblings)
- c. Annual leaves/ time off
 - i. Please plan in advance to avoid staff clearing leave in busy year-end period. Get staff to clear leave throughout the especially during the quieter months like exam periods
- d. Bonus calculation:
 - i. Please refer to handout for detailed calculation. FOR INTERNAL CIRCULATION ONLY.
 - ii. Bonus is independent of length of service, unless otherwise stipulated in employment contract
 - iii. Annual bonus for recent hires will be prorated.
 - iv. For quarterly bonus or incentives trips, stylist will need to be employed for the entire duration of the calculation period.
 - v. For stylists that have switched salons, please give management the name and bonus calculation will be considered on case by case basis (Name, date joined, when transfer salon)

3. Marketing:

- a. Chinese New Year
 - i. Sure-win lucky dip with min \$100 spending

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- ii. From 15 Jan 2018 onward until after CNY, there will be no 10% ladies day discount, no student discount. These will be reflected on the pull up banner which will be distributed. Boss' 10% name card discount still applies.
- b. Sponsored hair services
 - i. Please inform the marketing team when customer utilises the 10% influencer discount for tracking purposes
- c. Yakson voucher:
 - i. Yakson treatment vouchers will be replaced with Yakson FACIAL vouchers, please return existing Yakson treatment vouchers